

CLAIMS

What is claimed is:

- 1 1. An enduser diagnostic system, comprising:
 - 2 (a) a network addressable device;
 - 3 (b) a computer-based system, the computer-based system including a
 - 4 system registry; and
 - 5 (c) an inspector linked with the system registry and the network
 - 6 addressable device.

- 1 2. The system according to claim 1 further comprising:
 - 2 (a) a browser linked to the network addressable device; and
 - 3 (b) wherein the inspector is linked with the browser.

- 1 3. The system according to claim 2 wherein the inspector comprises a plugin
- 2 integrated with the browser.

- 1 4. The system according to claim 1 wherein the network addressable device
- 2 includes:
 - 3 (a) a support resources component; and
 - 4 (b) wherein the inspector is linked with the support resources
 - 5 component.

- 1 5. The system according to claim 1 wherein the inspector obtains
- 2 configuration data associated with the computer-based system.

- 1 6. The system according to claim 1 wherein the inspector obtains diagnostic
- 2 data associated with the computer-based system.

- 1 7. The system according to claim 1 wherein the inspector includes a
- 2 repository; and
- 3 (a) wherein the inspector stores diagnostic data in the repository.

- 1 8. The system according to claim 1 wherein the inspector compiles
2 examination data for the computer-based system.
- 1 9. The system according to claim 8 wherein the examination data is
2 displayed by the computer-based system for user approval.
- 1 10. The system according to claim 8 wherein only the examination data
2 approved by the user is sent from the computer-based system to the
3 network addressable device.
- 1 11. A method for computer-based error interpretation, comprising:
2 (a) reporting an error associated with a computer-based system to a
3 network addressable device;
4 (b) engaging an inspector linked with the computer-based system;
5 (c) generating examination data associated with the computer-based
6 system via the inspector; and
7 (d) sending the examination data to the network addressable device.
- 1 12. The method according to claim 11 further comprising the step of installing
2 the inspector within the computer-based system.
- 1 13. The method according to claim 11 wherein the step of generating
2 examination data for the computer-based system includes the step of
3 obtaining configuration data associated with the computer-based system.
- 1 14. The method according to claim 13 wherein the step of obtaining
2 configuration data includes the step of accessing a system registry
3 provided by the computer-based system via the inspector.
- 1 15. The method according to claim 11 wherein the step of generating
2 examination data for the computer-based system, further includes the
3 step of obtaining diagnostic data associated with the computer-based
4 system.

1 16. The method according to claim 11 further comprising the step of
2 displaying the examination data for user approval.

1 17. The method according to claim 15 wherein the step of displaying the
2 examination data for user approval includes the step of editing the
3 examination data for user approval.

1 18. The method according to claim 11 wherein the step of sending the
2 examination data to the network addressable device, includes the step of
3 sending only the examination data approved by the user from the
4 computer-based system.

1 19. The method according to claim 11 further comprising the step of deriving
2 a solution to the error with the network addressable device based on the
3 examination data.

1 20. The method according to claim 19 wherein the step of deriving a solution
2 includes the step of storing the solution to the error within a repository
3 provided by the inspector.